DEPARTMENT OF STATE





TERRI LYNN LAND, SECRETARY OF STATE

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The **Department of State** is the oldest department of Michigan state government and is administered by the secretary of state. Elected to a 4-year term, the secretary of state is a member of the executive branch of government and has constitutional as well as statutory duties.

In the event of concurrent vacancies in the office of governor and lieutenant governor, including absence from the state, the secretary of state serves as governor. The secretary of state is a voting member of several state boards and commissions, including the State Administrative Board, Michigan State Safety Commission, Michigan Highway Reciprocity Board, and the Michigan Truck Safety Commission.

Customer service is the operative phrase of the secretary of state's office. The **mission** of the Department of State is to provide the most efficient and effective services to the people of Michigan through the licensing of drivers and the registration and titling of vehicles; the regulation of automobile dealers and repair facilities; the registration of voters and administration of elections; and the streamlined collection of revenue. The department's commitment to service is reflected in its creative application of new technologies, more effective use of staff and financial resources, and innovation in the design and delivery of our service systems.

The secretary of state maintains many of the most important records of state and local government, including state statutes and commercial financing statements; administers the notary public program; and operates the Office of the Great Seal which provides the highest level of document certification in the state.

The *Customer Services Administration (CSA)* is comprised of the Bureau of Branch Office Services, the Bureau of Driver and Vehicle Records, the Office of Customer Services, the Department of State Information Center, the Program Procedures Section, and the Program Support Section. The Bureau of Branch Office Services operates a network of branch offices providing driver's licensing, vehicle titling and registration, and voter registration services to the citizens of Michigan. The Bureau of Driver and Vehicle Records manages driver and vehicle records maintenance activities. The bureau is also responsible for driver and vehicle record sales and the distribution of the annual jury listing to Michigan counties. The Office of Customer Services oversees the Renewal-By-Mail, Web, and Touchtone-telephone programs as well as the Uniform Commercial Code. It serves International Registration Plan vehicle owners and Michigan residents who are out of state. The Department of State Information Center is the point of contact for many citizens seeking information about Secretary of State programs and services.

The *Department Services Administration (DSA)* provides coordination and support to the agency in the areas of administration, finance, technology, project management, human resources, employee development, and occupancy management. It facilitates the strategic vision, direction, and support for the Secretary of State's high priority programs to ensure continued innovation, modernization, and effective use of resources. The DSA includes the Bureau of Administrative Services, the Bureau of Business Integration, and the Bureau of Organizational Services.

The **Legal and Regulatory Services Administration (LRSA)** is comprised of the Bureau of Information Security, the Bureau of Regulatory Services, and the Office of Traffic Safety. The LRSA

provides research and counsel to the Secretary of State on statutes and rules administered by the department. Additionally, this administration coordinates and manages traffic-safety initiatives for the department. The Bureau of Information Security, which includes the Internal Security and Investigations divisions, is responsible for protecting the department's records and other assets through security, audit, and enforcement activities. The Bureau of Regulatory Services includes the Business Licensing and Regulation Division, the Driver Assessment and Appeal Division, and the Program Operations Division. The bureau conducts driver's license reexaminations and hearings; licenses and regulates vehicle dealers, repair facilities, mechanics, driver training schools and driver training instructors; and manages the third-party driver testing program. The administration also includes the Office of the Great Seal, which commissions and oversees notaries public; certifies documents intended for use in foreign countries; and serves as the official repository of all state laws, administrative rules, boundary changes, and other public records.

MICHIGAN HIGHWAY RECIPROCITY BOARD

TERRI LYNN LAND, Secretary of State GLORIA J. JEFF, Director, Department of Transportation J. Peter Lark, Chairperson, Michigan Public Service Commission

The Michigan Highway Reciprocity Board was created by Act 124 of 1960 and placed under the jurisdiction of the Department of State by a type II transfer pursuant to the Executive Organization Act of 1965. This 3-member board consists of the secretary of state, the director of the Department of Transportation, and the chairperson of the Public Service Commission. The board makes reciprocal compacts, agreements, and arrangements with the proper authorities in other states concerning the operation and regulation of trucks, tractors, trailers, automobiles, buses, and other automotive equipment engaged in international, interstate, or intrastate commerce on public highways. The Department of State's Office of Customer Services, Central Records Administration, administers all board activities, including agreements entered into by the board.

BOARD OF STATE CANVASSERS

	Term expires
Lyn R. Bankes, Livonia (Republican)	. Feb. 1, 2009
KATHERINE DEGROW, Eaton Rapids (Republican)	. Feb. 1, 2006
PAUL MITCHELL, St. Clair Shores (Democrat)	. Feb. 1, 2009
DOYLE O'CONNOR, Detroit (Democrat)	. Feb. 1, 2006

Created by Act 239 of 1955 and transferred to the Department of State by a type I transfer under the Executive Organization Act of 1965, the board certifies election results for state offices, and other offices, as they are referred to the board by law. The 4-member board is appointed by the governor, with the advice and consent of the senate, with two members nominated by each political party. Board members serve 4-year terms.